MICROCOMPUTER SUPPORT SUPERVISOR

NATURE OF WORK

This is responsible technical and supervisory work directing and controlling the microcomputer hardware and software used to support the City and County microcomputer environment.

Work involves responsibility for supervising and directing the installation of hardware and software, and the management of microcomputer systems. An employee in this classification is expected to exercise considerable independent judgment and personal initiative in the performance of assigned duties. Supervision is exercised over subordinate technical personnel. General supervision is received from the Microcomputer/Network Support Coordinator.

EXAMPLES OF WORK PERFORMED

Coordinates and supervises the installation, upgrading and monitoring of microcomputer hardware and software; assists customers in planning for the acquisition and use of microcomputer system components.

Reviews and monitors microcomputer system components to ensure maximum performance; evaluates and recommends hardware configurations; prepares cost estimates for proposed microcomputer hardware and software.

Acts as the primary liaison between customers and the Information Services Division; investigates problems to determine general nature and area of responsibility; keeps customers informed as to problem status; tracks the problem through final resolution.

Installs or assists in the installation of new microcomputer systems, and hardware and software upgrades to existing systems; diagnoses problems in hardware and software; performs appropriate repairs or coordinates repairs with third party vendors.

Supervises subordinate technical personnel; assigns, directs, coordinates and evaluates work.

Coordinates the maintenance of records of hardware and software projects; prepares reports and bid specifications.

Performs related work as required.

DESIRABLE KNOWLEDGES, ABILITIES, AND SKILLS

Thorough knowledge of the functions and capabilities of microcomputer hardware.

Thorough knowledge of software installation and maintenance.

Thorough knowledge of IBM compatible microcomputer hardware and components.

Thorough knowledge of Novell Netware and of mainframe emulation products.

Knowledge of the principles of management and organization.

Knowledge of organizational and administrative policies and procedures.

Ability to assign, coordinate, supervise and evaluate the work of subordinate technical employees.

Ability to manage multiple responsibilities concurrently.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, subordinates, and customers.

Ability to exhibit independent judgement and initiative in analyzing data processing systems.

DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in computer science, business administration, or related field plus considerable supervisory experience in the area of microcomputer installation and support.

MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by an associate degree from a vocational or community college in computer science, business administration, or related field and considerable experience in the use and development of microcomputer systems plus supervisory experience; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

Approved by: _____   _____
                    Department Head   Personnel Director

6/94
Title Change: 8/96
Revised and Title Change: 1/97

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